uonews
Universal Orlando Resort™ Team Member Newsletter
November 13 - 26, 2017

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Two NEW Hotels on Our Horizon

Don't Miss Out on **'Your Season' Fun!**

You've Never Had a #HolidayLikeThis

November 18 - January 6

Beginning Saturday, November 18, holiday cheer – and a little mischief here and there – will take over Universal Orlando Resort™ for its destination-wide Holidays celebration. Guests of all ages will enjoy a Holiday celebration like no other. Guests can witness the magic of Christmas in The Wizarding World of Harry Potter™, watch all-new larger-than-life balloons and incredible entertainment fill the streets during the all-new Universal's Holiday Parade featuring Macy's, uncover the true meaning of Grinchmas™, rock around the Music Plaza Stage to Mannheim Steamroller – and more.

Christmas in The Wizarding World of Harry Potter™

Celebrate **Christmas in The Wizarding World** at Universal Orlando. Both **The Wizarding World of Harry Potter™ – Hogsmeade™** and **The Wizarding World of Harry Potter™ – Diagon Alley™** will be transformed by festive décor, food and drink, and special entertainment. And as the stars begin to shine, a stunning projection wraps Hogwarts™ castle in sparkling holiday spirit.

Experience The Magic of Christmas at Hogwarts™ Castle Before Our Holiday Celebration Begins!

Be among the first to witness The Magic of Christmas at Hogwarts™ Castle at an exclusive Team Member technical rehearsal on Friday, November 17 – before it opens to the public! This opportunity is open to Team Members only (no guests). Visit **UOTeam.com** for complete details!

Check out page 2 for more details on this year's event!

PRODUCED BY TEAM MEMBER COMMUNICATIONS
UNIVERSAL ORLANDO RESORT™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

All-New HOLIDAYS

Discover the Season's Fun at Universal Orlando Resort™!

UNIVERSAL STUDIOS FLORIDA™

NEW! Universal's Holiday Parade *featuring* Macy's

Universal Orlando Resort is partnering with Macy's, the global leader in balloon entertainment, to bring a brand-new parade to Universal Studios Florida. Universal's Holiday Parade featuring Macy's will feature more than a dozen new festive balloons and over 15 incredibly detailed floats that can't be seen anywhere else – all designed exclusively for Universal Orlando™. The parade will also include appearances by favorite characters from Despicable Me, Madagascar and Shrek – and the jolly man himself, Santa Claus.

Mannheim Steamroller Concerts

NOVEMBER 18, 19, 25, 26 AND DECEMBER 2, 3, 9, 10, 16, AND 17 • 7:00pm Start Time

Holiday music sensation, Manheim Steamroller, returns to Universal Orlando to spread cheer for all to hear during live concerts at Universal Studios Florida!

UNIVERSAL'S ISLANDS OF ADVENTURE™

Grinchmas™ *Who*-liday Spectacular

Guests will watch the Grinch's heart grow three sizes during a live retelling of Dr. Seuss's holiday classic in the "Grinchmas *Who*-liday Spectacular" and join the merry Whos from Who-ville as they celebrate the true meaning of the season and bring Grinchmas to life throughout Seuss Landing™ at Universal's Islands of Adventure.

Meet The Grinch™

Get his autograph, shake his furry hand, and have your photo taken with him. It's the perfect memento for those who like to do holidays their own way.

The Grinch™ & Friends Character Breakfast

NOVEMBER 18-19, 24-26 AND DECEMBER 1-3, 7-10, 14-17, 20-25

Who ordered the scrambled eggs with a side of malarkey? Straight from Mount Crumpit, The Grinch™ brings his special blend of mischief, turning this morning meal into an animated adventure. The breakfast takes place on select days at Circus McGurkus Café Stoo-pendous™ in Seuss Landing from 8:00am to 10:00am. Reservations can be made at **UniversalOrlando.com**, Guest Services, or by calling 407-224-FOOD.

Theme park admission to attend the character breakfast, and reservations are required. Annual pass discounts may apply.

UNIVERSAL CITYWALK™

EVE

To celebrate the New Year, guests can dance the night away at EVE, Universal CityWalk's dazzling New Year's Eve celebration. Guests can celebrate the New Year in style with the largest dance floor in Orlando, live entertainment and endless decadent dishes and signature drinks. Pre-sale tickets are on sale now at **UniversalOrlando.com** - prices increase on December 15.

ON-SITE HOTELS

Staying on-site is the best way to experience the Holidays celebration at Universal Orlando Resort. All five hotels will glisten with festive decorations and offer holiday activities, including tree lightings, menorah lightings, and Thanksgiving, Christmas and New Year's Eve buffets. For complete details, visit uKNOW from any on-property computer.

STAY IN THE KNOW AND BE READY TO ANSWER GUEST QUESTIONS

Show schedules and availability of our holiday offerings are subject to change. Be sure to check park guidemaps, the Team Member Reference Guide, the Daily Park News, and visit uKNOW (accessible from any on-property computer on myUO under the Resort Knowledge Center) for up-to-date information!

In the Spotlight

The Results Are In for This Year's Team Member Satisfaction (TSAT) Survey!

At Universal Orlando, TSAT has always been a key foundation of our business and culture. This has helped established a strong tradition of feedback and communication. Most importantly, the action planning and ongoing involvement of you, your teams, and your leaders has really created a "culture of TSAT" throughout the year.

HIGHLIGHTS FROM THE 2017 SURVEY

This year, 88% of you participated in the survey and shared your feedback and you shared thousands of comments! Overall engagement is well into the Outstanding range at 83% favorable, pride in our company is at 91% favorable, and company satisfaction at 88%.

One of our key business levers and global focus areas from last year, Cooperation Across Departments Within My Division, moved up 3 points. We also saw significant improvement made in almost all survey items regarding Leads and Team Captains! Leaders have improved when communicating clear goals and strategies (up 5 points), considering your opinions (up 2 points), and explaining reasons behind their decisions (up 3 points). Plus, 80% of you feel that you work on a team that embraces new people and helps them adjust quickly to their new environment.

When it comes to guest-service related items, scores remained strong: UO Delivers Unforgettable Experiences to our Guests is at 94% and Pride in the Service We Provide is at 90%. In addition, Team Members shared that they feel very positive about their benefits, which is up 1 point to 81% favorable, and they rated Workplace Safety as the highest survey theme this year.

TOP 10 WORDS YOU USED TO DESCRIBE WORKING HERE

1. Fun 2. Exciting
3. Challenging 4. Rewarding
5. Interesting 6. Stressful
7. Enjoyable 8. Great
9. Teamwork 10. Amazing

FOCUS AREAS FOR 2018: FEEDBACK AND IMPROVING COOPERATION ACROSS DIVISIONS

While we celebrate the successes, Team Members also shared some opportunities for improvement in this year's survey. Two key areas that we'll be focusing on in 2018 are feedback and improving cooperation across divisions. Let's take a closer look at what you shared:

Providing Feedback that Helps Improve Team Member Performance and Development

Team Members would like their management teams to be more available to build personal relationships with them through offering more regular feedback and recognition. With our significant growth as a company, it becomes all the more important for leaders to help ensure Team Members feel valued for their contributions to the business, and that their work gives them a sense of personal accomplishment. Providing you open and honest feedback will help you know how you can perform at your best.

Cooperation Across Divisions

We continue to bring on more Team Members to help deliver unforgettable experiences to our guests. To continue to keep you prepared to deliver the best for our guests will require strengthening cooperation across divisions. Team Members want to know that they can work together to support our guests and improve process efficiency and effectiveness.

In addition to these focus areas, we'll also be evaluating ways to continuously improve the major elements of our UOTM experience such as parking, Team Member Grills, Wardrobe, and security screening processes. These areas, while rated lower on the survey, are all works-in-progress and will continue to evolve and change to meet the needs of our expanding Team Member population.

Next Steps

Now that leaders have received reports, teams across the resort will begin communicating results and begin action planning. **You can do your part by actively participating in a TSAT Action Planning meeting with your team to help ensure your team's plan is meaningful and targeted to address your opinions.**

Introducing the 2017/18 TSAT Advocacy Group (TAG) Representatives

You will soon learn about some of the great things happening across our resort to address Team Member satisfaction. These efforts are supported at a company-wide level by our TSAT Advocacy Group (TAG), a group of executives from across the company who help to endorse, communicate, advocate, and celebrate Team Member interests that are important to all of us.

The representatives for this year that will follow up on the 2017 survey results. If you have opinions to share about TSAT topics, action planning, or suggestions that can boost satisfaction, these individuals are ready to listen and help support action in your division throughout the year. This TSAT Advocacy Group is just one of many great examples of interdepartmental cooperation in action!

Making an Impact

EVENTS IN OUR DIVERSE UNIVERSE

Connect and Learn More About our Team Member Resource Groups

Wednesday, November 29
11:30am - 1:30pm
Backlot Bistro / Breakaway Café / GCC / Promenade / Volcano Bay

Stop by for a great opportunity to connect with leaders and learn about our Team Member Resource Groups. Throughout the year, our all-inclusive TMRGs provide opportunities for career development sessions, lunch and learn speaker series, community service projects, multicultural heritage celebrations, and professional networking opportunities. Focused on unity, you don't have to be 'one of' to stand with and celebrate Our Diverse Universe!

No registration required.

UO's Women's Network - Taste of the Tropics

Thursday, November 30
1:00pm - 2:30pm **or** 3:00pm - 4:30pm
Production Kitchen

With Volcano Bay, we can now experience the excitement of the South Pacific right in our backyard! Join our expert Culinary Team to experience the flavors of paradise!

Due to the popularity of this event, Team Members will be chosen via a random selection process. To submit your name for a chance to attend, visit UOTeam.com/Diversity.

Unidos - Leadership Installation Luncheon

Friday, December 1
12:00pm - 1:00pm / CityWalk™ - VIVO

Unidos continues to grow! Join us in welcoming our incoming Champion, Celiana Clavell, Senior Director, Entertainment, Costuming, and thank Rafael Sardina, Senior Manager, Parks Technology, and Sandra Bersani, Licensed Partners & Brand Standards, for their leadership and dedication to Unidos. To register, visit UOTeam.com/Diversity. Sign Language Service available upon request via registration system. Please note ASL Interpreters require two (2) weeks advance notice and are subject to availability.

2017 Universal Orlando Community Food Drive: November 20 - December 1

This holiday season, support UO's Community Food Drive to benefit The Second Harvest Food Bank of Central Florida's Bites, Camera, Action Program. Thousands of low-income families, seniors, children, and others continue to face the daily disaster of poverty and hunger in Central Florida. The need is real, and the problem is one that can be solved – with your help!

UO Team Members are encouraged to donate non-perishable food items, such as canned fruit and vegetables, dry milk, oatmeal, peanut butter, beans, soup, and other non-perishable goods.

Drop Box Locations

B-110, B-114, B-20, B-32, B-22A, Commodity Circle, CityWalk Admin, UO Wardrobe, CityWalk Wardrobe, Promenade, Exchange Drive, Lakewood Drive, Volcano Bay Admin

Contact **Community Relations** at **407-224-6783** with any questions or to make a donation.

FEEDING CHILDREN EVERYWHERE
Loews Hotels
Good Neighbor Event
Our goal? Help assemble 375,000 meals
Enjoy great music, good fun and a volunteer experience like no other over Thanksgiving weekend!
Saturday, November 25
9am - 1pm
Volunteers will have self-parking validated at the hotels
FeedingChildrenEverywhere.com/Loews

Feeding Children Everywhere "Good Neighbor" Event

Give Back over Thanksgiving Weekend to Help Feed Hungry Children

Loews Hotels at Universal Orlando™ and Feeding Children Everywhere are once again partnering for the fifth consecutive Thanksgiving weekend "Good Neighbor" event. Since 2013, over one million meals have been assembled as a result of this amazing partnership.

Sign up to participate on Saturday, November 25 and help make a difference in the life of a hungry child. There will be great music, good fun, and a volunteer experience like no other! Volunteer for one or multiple one-hour shifts and invite family, friends, neighbors – anybody who wants to help – to also register to volunteer!

This Year's Goal:

To assemble 375,000 healthy meals for hungry children. 175,000 of these meals will be distributed right here in Central Florida. To support those impacted by Hurricanes Harvey and Maria, 100,000 of the meals will go to Texas, and an additional 100,000 will go to Puerto Rico.

Learn more and register at **www.feedingchildreneverywhere.com/loews**

Please note: *Due to the requirements of assembling meals, this project is for adults and children ages 7 and up. All children must be accompanied by an adult. Please make other arrangements for children younger than 7.*

Are You Volunteering? Let Us Know

If you coach a little league team, volunteer at a local school, or help at an area non profit agency, your volunteer efforts may qualify as part the UO Volunteer Program making you eligible for the UGIVE and Club 52 programs!

Club 52 is an exclusive group of Universal Orlando's top volunteers. If you volunteer at least 52 hours during the calendar year at qualified organizations, you are automatically eligible to be part of Club 52! Club 52 members receive the following:

- Official Club 52 items
- Quarterly incentives (i.e, restaurant gift certificates, giveaways)

Just volunteer at least 52 hours at qualified organizations this year, report your hours to Community Relations, and you will automatically be enrolled for the following year!

UGIVE Through the UGIVE program, when a Team Member volunteers at least 52 hours in a calendar year, the UO Foundation's Team Member Charitable Fund will recognize it by making a grant in his or her name to the eligible organization of that Team Member's choice.

Submit Your Hours Today!

To submit your hours as part of the UO Volunteer Program, please contact Community Relations at 407-363-8731 or submit hours through the Community Relations SharePoint site, accessible from any on-property computer.

Get a Cause... Get Involved!

Are you seeking ways to volunteer your time and energy to the Central Florida community? Send an e-mail to volunteers@universalorlando.com for more information.

Buckle Up!

New Details Revealed for Fast & Furious – Supercharged™

Fast & Furious - Supercharged Will Bring the Energy, Excitement and High-Octane Adventures of the Blockbuster "Fast & Furious" Films to Life

Soon, Universal Orlando's newest attraction, Fast & Furious – Supercharged™, will race into Universal Studios Florida™ and bring one of the world's hottest film franchises to life in a whole new way.

Fast & Furious is a global phenomenon and one of the highest-grossing film franchises of all time. Millions of people from all over the world have been captivated by the action-packed storylines, unique characters, and high-speed cars. In Spring 2018, the next chapter of this blockbuster franchise will come to life with Universal Orlando's new attraction. Guests will have the opportunity to actually live the excitement they've seen on the big screen in a high-octane ride experience where they will become part of the Fast family.

- **The Fast Family's All Here – Including New Characters Exclusive To Universal Orlando's Attraction**
  You will encounter more of your favorite Fast characters than ever before in Fast & Furious – Supercharged™. For the first time ever, Tej Parker (played by Ludacris) and Mia Toretto (played by Jordana Brewster) will join the star-studded cast of the attraction, which includes Dom, Letty, Hobbs, Roman and even criminal mastermind Owen Shaw.
- **You'll Get to Check Out 15 Authentic Fast & Furious Cars – 12 Directly from the Films and 3 Created Exclusively for This Attraction**
  Fast & Furious - Supercharged™ will be the only place where you can see – and even take photos with – 15 supercharged Fast & Furious cars – many of them driven by some of your favorite Fast family members on the big screen. Each vehicle, including Dom's iconic Dodge Charger and Letty's Turbo Truck, was crafted by Dennis McCarthy, the man behind the cars for the Fast & Furious films.
- **This is the Next Attraction at Universal Studios Florida to Feature the New, Popular Virtual Line System**
  You will be able to select a time to ride Fast & Furious – Supercharged™ via The Official Universal Orlando Resort™ Mobile App or at kiosks located near the attraction entrance. While you wait for your ride time, you can enjoy other experiences throughout Universal Studios Florida.
- **You'll Be Immersed In An Original, Supercharged Story**
  Get ready to live an original Fast & Furious story that expands upon the films and brings you face-to-face with some of your favorite Fast characters.

  As soon as you approach the building, you see Dom's Dodge Charger parked outside – and you know exactly where you are. Welcome to the underground headquarters of the "Fast family." Inside, you're immersed in the ultimate Fast & Furious experience. Hit songs from the films' soundtracks fill the rooms as memorable scenes from the films play around you. You make your way through familiar places inspired by the films, like the Family Room - complete with photos of the Fast family - and Tej's high-tech War Room.

  You are invited to attend a race after-party that can't be missed, and Tej arranges for a custom party bus to get you there. As you make your way to the party, Dom calls with an urgent message. Criminal mastermind Owen Shaw is headed your way. A high-speed chase ensues and the Fast family vows to lead you to safety. But will it be enough to keep you and the gang from the clutches of Shaw?

Visit UO's Official Blog, *Close Up* (blog.universalorlando.com), for a first-ever behind-the-scenes look at the attraction and to hear from members of Universal's Creative team and the cast of the Fast & Furious films about bringing this ride to life.

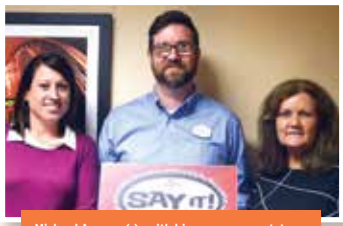
Around Our Universe

SAY IT! WINNERS AWARDED

UOTMS recently presented a $500 gift card to **Beth Baldwin** and **Michael Auman,** two more 2017 SAY It! winners.

Beth, who works in Environmental Health & Safety, and Michael, from Finance Administration, were joined at the SAY It! presentation by their management teams. Please join Team Member Services in congratulating both Beth and Michael for going above and beyond and being chosen as this quarter's winners!

Beth Baldwin (c), with her management team



Michael Auman (c), with his management team

Because SAY It! is Universal Orlando's peer recognition program, any Team Member can give a SAY It! to recognize any other Team Member, no matter what their role is in our resort.

Visit **UOTeam.com/recognition** to learn more.

The Great American Smokeout Nov 16

Universal Orlando is encouraging our Team Members to commit or recommit to healthy, tobacco-free lives by participating in the American Cancer Society Great American Smokeout. Stop by the Wardrobe Hallway on **Thursday, November 16 between 7:00am - 4:00pm to learn more.**

Two New Hotels on Our Horizon

Universal Orlando Resort will soon offer two high-quality, high-value hotel options for families looking for theme park thrills, exclusive benefits and a seamless Universal Orlando Resort experience – starting at less than $100 per night. Set to begin opening in the summer of 2019, the hotels will feature a combined 2,800 guest rooms, including 1,450 two-bedroom suites designed to accommodate families of all sizes. Both options will be value-driven, with nightly rates starting below Universal's Cabana Bay Beach Resort and Universal's Aventura Hotel.

Guests will enjoy a seamless and convenient Universal Orlando experience with Early Park Admission to Universal Studios Florida, Universal's Islands of Adventure, or Universal's Volcano Bay, complimentary transportation across the destination and resort-wide charging privileges.

The 750-room and 2,050-room hotels will be located just minutes away from Universal Orlando's three theme parks and Universal CityWalk's dining and entertainment options. Amenities will include a three pools, two food courts offering breakfast, lunch, dinner, and nearby coffee bars, plus poolside bars, fitness rooms, car rental facilities, and more.

The hotels will be built on a 64-acre site at the intersection of Universal Blvd. and International Drive, and become the destination's seventh and eighth hotels. This continues the unprecedented growth ongoing at Universal Orlando Resort. The new hotels will bring the total number of guest rooms at the destination to 9,000 when combined with the 600-room Universal's Aventura Hotel opening in August 2018. Reservations will be accepted in early 2018.

For more details, check out Universal Orlando's blog, **Close Up at blog.universalorlando.com**. Plus, visit uKNOW from any on-property computer for additional resources.

Introducing the Brand Assurance Guide – How You Can Protect Our Brand

Marketing & Sales' Brand Standards team serves as the protector of our Universal Orlando-owned brands. Acting to preserve the integrity of all Universal Orlando Resort brands, the team effectively communicates all usage guidelines and restrictive parameters to promote a distinguished delivery of all the Universal brands.

Recently, Brand Standards launched an all-new Universal Orlando Resort Brand Assurance Guide, with guidelines, tips, and resources to help you protect our brand. Here are some highlights on what the guide includes:

- Logo usage guidelines
- Division and Department logo guidelines
- Official Universal Orlando Resort PowerPoint templates
- Back-of-House Communication Templates (Signage, Newsletters)
- Typography, Nomenclature, Legal Lines, and Color Palettes
- Process for Internal Product Compliance (Team Member give-away items)

Official company PowerPoint templates and more available on the **Brand Standards myUO** site

Did You Know?

The Universal Orlando Resort ("UOR") name and logo are the most valuable assets we have as a company, coupled with all of our related brands like, Universal Studios Florida, Universal's Islands of Adventure, Universal's Volcano Bay, Universal CityWalk, and our themed hotels. Each must be treated with care in a consistent way in order to maintain and build upon the equity we have all created in the Universal Orlando brand. Consistent use of our brand in both guest-facing and back-of-house communications that is in compliance with the brand standards set in this Brand Assurance Guide assures us the maintenance of a strong brand.

Your Role

Whether you or your team is delivering a PowerPoint presentation, posting a memo, or ordering products with company logos, it's up to all of us to uphold the integrity and value of our brand. Be sure to follow the guidelines in the Brand Assurance Guide to help maintain the equity of our UOR brands and contribute to their strength. Please contact the Brand Standards team (contact information available on myUO) with any questions. Your partnership is greatly appreciated!

Check Out the Brand Assurance Guide Today

The Brand Assurance Guide, along with additional brand-related resources, including a helpful video series with tips on navigating the site and more, are available on the **Brand Standards myUO site**, accessible from any on-property computer. Just visit **myUO** and select **Marketing & Sales** from the **Divisions dropdown**, then **Brand Standards.**

Check Out 'Your Season' of Perks!

Two 1-Day/3-Park Park-to-Park Tickets Added to Your Comp Pass Bank

Share the fun of the holiday with family and friends! UO Team Members who are active on December 1 or hired between December 1 and 18 will receive two 3-Park 1-Day Park-to-Park tickets via the Team Member Comp Pass System. These tickets valid for admission to Universal Studios Florida, Universal's Islands of Adventure, and Universal's Volcano Bay, from Saturday, November 18, 2017 through Wednesday, January 31, 2018 except during our peak week (12/21/17 – 1/3/18).

Your Season Holiday Booklets - *Mailed to Your Home!*

Your Season Holiday Booklets contain special offers for snacks, beverages, meals, and merchandise at Universal Orlando Resort. Booklets will be mailed to all UO-paid Team Members - please be sure that you update your address via the Self-Service Center on UOTeam.com to ensure you receive your booklet. Log onto the Self Service portal to verify your mailing address today! Active Team Members who are hired by November 12 will receive their booklets in the mail. All Team Members hired between November 13 and January 31 will be given their booklets in Orientation.

Exclusive 'Your Season' Merchandise Discounts!

Don't Miss the Merchandise Garage Sale at TeamPark Garage

The ever-popular Merchandise Garage Sale returns with deep discounts, **starting with discounted rates starting at 70% off** on great items!

Hours of Operation:

Sunday, November 12: 2:00pm to 7:00pm
Team Member Exclusive *(IDs will be checked)*

Monday, November 13: 9:00am to 12:00pm
Annual Passholder Exclusive *(Passes will be checked)*

Monday, November 13: 12:00pm to 9:00pm
All Guests Welcome

Tuesday, November 14: 6:30am to 4:00pm
All Guests Welcome

Wednesday, November 15: 9:00am to 6:00pm
All Guests Welcome

Take Advantage of 80% Off at U-Shop

Get significant savings on previously marked down apparel, toys, and souvenirs at the U-Shop in Wardrobe this year. **Beginning November 21 and running through December 30**, all items are discounted at 80% off!

50% Off Merchandise Park-Wide*

All UO Team Members receive 50% off purchases at UO-owned and operated stores from **Monday, November 13, 2017 through Sunday, December 31, 2017** by presenting your valid UO ID. Standard discount restrictions apply on all collectibles, sundries, media, and film.

*Valid at all UO owned and operated locations *with the exception of the Toothsome Chocolate Emporium & Savory Feast Kitchen™.*

Pick Up Your Complimentary Turkey

TEAM PARK - GARAGE 1st Floor
Monday, November 13 ..... 3:00pm–9:00pm
Tuesday, November 14 ..... 6:30am - 8:30am / 10:00am–4:00pm

CITYWALK North Parking Structure - 1st Floor / King Kong
Thursday, November 16 ..... 10:00am–4:00pm
Friday, November 17 ..... 5:00pm–Midnight

Note: Commodity Circle and Exchange Drive Team Members should see their HR Representative for distribution times and locations. Turkeys will be distributed on a first-come, first-serve basis and must be picked up in person during the above dates and times. Universal Orlando Team Members only. Your Season turkeys are not available for third party team members or concessionaires.

"Sponsor a Family" Program

UO's "Sponsor a Family" program provides assistance to Team Members in need during the holidays with gifts for children under 18 years of age.

Need Assistance This Holiday Season?

If you're in need of assistance with gifts this holiday season, please fill out the application which is available for download on UOTeam.com or in the Team Member Services Room in B-111. **The deadline for the application and all supporting documentation is Saturday, November 18.**

Become a Sponsor!

If you or your team/department is interested in helping make a Team Member's holiday season one to remember, you have the opportunity to sponsor a family! **Stop by the Team Member Services Room in B-111 between Friday, November 3 and Monday, November 27 to sign up.**

Team Member Exclusive Tuition Discount at the DAVE School

The Digital Animation & Visual Effects (DAVE) School is now offering a **10% discount on tuition to Universal Orlando Resort Team Members** as well as their immediate dependents. For further details including eligibility requirements and offer restrictions, as well as the tuition discount application, please visit the Savings Spotlight on **UOTeam.com** and access the **"Services"** tab.

QUICK CUTS

Share Your Celebrations

- Congratulations to **Nicole Romero** from Universal Creative and Justin Romero on the birth of their son, Piper Rylee Romero, on August 27.
- Congratulations to **Alexandra Weinberg** from Attractions Operations and Benjamin Weinberg on the birth of their daughter, Elena Joy Weinberg, on September 21.
- Congratulations to **Jessica Hinton** from Marketing & Sales and Kenneth Ossont - the couple wed on October 1.
- Congratulations to **Shawntay Peterson** from Food & Beverage on the birth of her daughter, Rose Kambriah Medina, on October 12.
- Congratulations to **Katrina Fontanet** from Entrance Operations and Fernando Fontanet - the couple celebrated their 30th wedding anniversary on November 4.

Are you getting married, adopting, having a baby, or celebrating a wedding anniversary? We want to hear about it and share the news with the UO team!

Send your good news to communications@universalorlando.com. Be sure to include your Team Member ID number!

Annual Pie Sale Begins at U-Stop Next Monday!

Savor the flavors of the season and stop by the U-Stop to pick up your tasty holiday pies. Try one of each! Choose **apple** ($6.25), **pumpkin** ($5.25), and/or **sweet potato** ($5.25). They go on sale on November 20 and will be available until they sell out by November 22. Everybody loves pie, so don't miss out!

Thanksgiving Holiday Pay Reminder

Thanksgiving is quickly approaching... and to accommodate the holiday, the Payroll Department will be expediting your pay to get it into your hands before the holiday. **Payday will be on Wednesday, November 22, 2017!**

The Payroll Department will be closed on Thursday, November 23 and Friday, November 24 and will reopen at 8:00am on Monday,

Happy Holidays!

Mark Your Calendars

2018

Holidays

New Year's Day
Monday, January 1

Martin Luther King Jr. Day
Monday, January 15

Presidents' Day
Monday, February 19

Memorial Day
Monday, May 28

Independence Day
Wednesday, July 4

Labor Day
Monday, September 3

Thanksgiving Day
Thursday, November 22

Day after Thanksgiving
Friday, November 23

Christmas Eve
Monday, December 24

Christmas Day
Tuesday, December 25

January

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28	29	30	31			

February

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25	26	27	28			

March

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April

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29	30					

May

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27	28	29	30	31		

June

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24	25	26	27	28	29	30

July

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29	30	31				

August

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26	27	28	29	30	31	

September

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23	24	25	26	27	28	29
30						

October

	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November

				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December

						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

OUR MISSION: TO PROVIDE AN ENVIRONMENT WHERE OUR TEAM MEMBERS ARE **PROUD TO WORK**, DELIVER **UNFORGETTABLE EXPERIENCES** TO OUR GUESTS, AND GENERATE **SUPERIOR FINANCIAL RETURNS**

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